

Policy 7.01 Plan and Progress Report

Updated 3/1/2012

Region 3 / Tacoma DCS

Port Gamble S'Klallam Tribe

Plan and Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to OIP) of each year.

Implementation Plan

Progress Report

1. Policy Identification: Case Referrals

Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Appropriate referrals & coordination to ensure all Medicaid cases currently in DCS system with Port Gamble S'Klallam members (PGST) are accounted for.	DCS will monitor for cases with PGST members and contact the Tribe to see if a referral is appropriate. Additionally, PGST will periodically request new lists of Medicaid only cases with PGST members.	PGST and/or the recipient of services will identify appropriate referrals for medical only cases and ask the State in writing to close inappropriate referrals.	State: Chris Franks, Jeannie Bowen Tribe: Maria Huynh, Lena Tunkara, Amber Seachord	<p>Process continues. PGST and the State have been working collaboratively to solve the issue of cases where the child support has been assigned to the Tribe and Medicaid had been assigned to the State.</p> <p>The State agrees that PGST can identify an appropriate referral, and the Tribe and/or the recipient of services can ask the state to close the case if there has been an inappropriate referral, when the Tribe may make the determination in its sovereign jurisdiction, on how best to provide medical support. PGST will send DCS the <i>Election of Support Enforcement Services Tribal Medical Assistance Form</i>. This form is signed by the CP and is a way for the CP to designate that PGST will provide all services for his/her child support case.</p> <p>7/8/10 Update: PGST is now operating their own Medicaid office (CSO #251)</p>

				<p>on their reservation. Instances of not receiving referrals when appropriate have decreased. PGST and DCS continue to communicate regarding any cases that need referred or updated to show tribal affiliation.</p> <p>3/22/11 Update: DCS will provide PGST with a list of cases where the NCP or CP have PGST tribal indicator so that PGST can cross reference and make sure all cases are accounted for.</p> <p>1/12/12 Update: PGST became the first tribe in the nation to receive Federal funding for IV-E services. DCS and PGST will continue to communicate on any foster care issues that arise.</p>
Eliminate inappropriate Child Care Referrals to open a DCS case when a family is receiving Tribal IV-D services	<p>The issue regarding requiring a custodial parent who is receiving Tribal IVD Services to submit applications for DCS services has been raised to DCS policy. DEL, CSD, and DCS are working on a resolution.</p> <p>Tacoma FO tribal liaisons will work collaboratively with PGST to identify and resolve any inappropriate applications for DCS services and make sure that CSD understands the client is cooperating with child care program requirements.</p>	Families receiving Tribal IV-D services will not be required to submit an application to DCS and be granted good cause.	<p>State: Chris Franks</p> <p>Tribe: Maria Huynh</p>	<p>As of 2/9/12 draft guidelines have been developed to create a process for CSD staff to verify if a client is receiving Tribal IV-D services.</p>

Regarding cases where the client has applied directly to PGST for services but then subsequently goes on State TANF, Tacoma DCS and PGST will review cases on a case by case basis to determine which time periods each should charge for and if a case should be closed.	Monitor and review cases identified that meet this criteria and discuss issues pertaining to each case including debt assignment and closure issues.	Clear understanding by both Tacoma DCS and PGST of which time periods each jurisdiction is charging for and who is providing services.	State: Chris Franks Tribe: Maria Huynh	This is a new issue; cases will be reviewed as identified.
2. Policy Identification: Technology and SEMS Information and Access				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
To locate parties of Tribal Child Support cases in the most expedient manner possible.	DCS will look at ways to assist the Tribe with locate services through DCS Central Services.	Enhanced locate services	State: Rena Hect (with assistance from DCS HQ) Tribe: Maria Huynh	DCS to continue to provide locate services as resources allow.
To effectively and efficiently work cases, research issues, provide relevant information to PGST Child Support clients, and complete locate on PGST Child Support cases via use of appropriate SEMS web screens including AH, BI, DI, DH, and IA screens.	Tacoma FO will continue to advocate for increased access to SEMS web screens to include access to AH, BI, IA, DI, and DH screens. PGST has access to SEMS web screens: CR, SX, BC, CO, CH, 4F, 4R, QC, and RE. DCS can pass through ESD wage and UC information.	Enhanced SEMS Web access including access to IA, BI, and AH screens to provide greater flexibility for PGST to complete case actions.	State: TRT, DCS-Policy-HQ, DCS SEMS-HQ, Rena Hect Tribe: Maria Huynh	HQ is currently reviewing whether or not it is possible to expand SEMS Web access to Tribal IVD and IVA programs. Screens being reviewed for possible expanded access are: AH, BI, DI, DH, IA, QC, and RE. 2/1/11 Update: DCS is currently working on upgrading SEMS to include a new infrastructure. This new infrastructure should help support expanded SEMS Web screen access and DCS hopes that expanded screen access will be in place before the end of 2011.

				2/9/12 Update: Per SEMS, access has been provided to the QC and RE screens. Rena has shared concerns with DCS Director Wally McClure regarding the lack of progress and timeframes provided to Tribes regarding access to AH, BI, DI, DH, and IA screens. DCS Tribal Relations Team (TRT) is currently working with the DCS Director, DCS Policy, and DCS SEMS to identify barriers and provide realistic timeframes for access to these screens.
Ability to allow multiple tribes with SEMS web agreements to view the same case in SEMS when multiple tribal jurisdictions have an interest.	Tacoma FO will advocate for SEMS upgrade to allow more than one tribe to be entered in the Tribal Access Code field.	PGST Child Support Program will be able to view all cases under the PGST Child Support Program jurisdiction.	State: TRT, SEMS-HQ, Rena Hect Tribe: Maria Huynh	DCS Tribal Relations Team (TRT) is currently pursuing this with SEMS-HQ and will continue to advocate for increased SEMS access for Tribal IV-D and IV-A programs.
3. Policy Identification: Coding Tribal Cases Correctly				Progress Report
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
To properly code new cases that are open in SEMS with Tribal coding.	DCS and PGST will work to correctly identify PGST tribal members and make sure coding on the case is correct.	To reduce or eliminate the miscoding of Tribal members	State: Jeannie Bowen, Chris Franks Tribe: Maria Huynh	PGST will continue to bring to DCS attention any cases that have fallen through the cracks and were not set up appropriately.
4. Policy Identification: IRS Certification				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Certify appropriate cases to the IRS for intercept.	Tribe is requesting IRS certification of child support debt from DCS.	PGST cases referred by tribe will be certified for IRS tax intercept.	State: Jeannie Bowen, Chris Franks Tribe: Maria Huynh, Lena Tunkara, Amber Seachord	Process underway. As of 10/2010, the Tribe and State have updated the Program Agreement relating to Federal Offset Certification for Tribal TANF Programs and Child Support.

				<p>The Tribe continues to refer selected cases to DCS for IRS certification.</p> <p>Progress continues</p>
5. Policy Identification: Training Opportunities				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Share training opportunities	DCS and PGST will advise each other of ongoing training events.	Share training resources and opportunities from DCS to Tribal staff.	<p>State: Jeannie Bowen, Chris Franks</p> <p>Tribe: Maria Huynh</p>	Process continues – no changes.
6. Policy Identification: Communication and Problem Solving				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Provide avenue to discuss problems and solutions	All Division of Child Support staff commits to be accessible and approachable. Tribal staff are encouraged to call the District Manager, the SEO 4 Tribal Liaison, or the Claims Officer 4 should front-line efforts at DCS not meet expectations or there are suggestions for improvement.	Problems will be corrected quickly and effectively.	<p>State: Jeannie Bowen, Rena Hect</p> <p>Tribe: Maria Huynh</p>	Process continues.
Effectively working hard-to-collect cases involving PGST tribal members where collection remedies have been exhausted by the Tribe.	Line staff from both offices will discuss individual cases and their circumstances to best identify the most effective way to work the case.	Cases will continue to be worked utilizing the resources available to both DCS and the Tribe in a way that preserves the Tribe's jurisdiction and maximizes available collection remedies.	<p>State: Jeannie Bowen, Chris Franks</p> <p>Tribe: Maria Huynh</p>	Progress continues.

Promote regular meetings between Tribal and DCS Staff	DCS and Tribal staff will meet separately from the regular 7.01 meetings to discuss issues of unique concern or process to this program and relationship. The District Manager Rena Hect and the Tribal Unit staff will meet with all Tribal Representatives on a quarterly basis as our "7.01 Meeting."	Enhanced communication; understanding and respect; cross program discussions; problem solving; issue identification; mutual support.	State: Rena Hect, Jeannie Bowen, Chris Franks Tribe: Maria Huynh	Line staff are also encouraged to schedule meetings between themselves if the need arises. 3/18/11 Update: Chris met with Maria at PGST to discuss Medicaid cases and review challenging cases.
7. Policy Identification: Hiring				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Inclusion of Tribal Staff in major DCS hiring decisions	DCS will invite Tribal Staff to participate in interview panels and/or consult on major hiring decisions in this office, particularly any that have direct impact on Tribal Team workload.	Increased relationship building through participation in key hiring decisions.	State: Rena Hect, Jeannie Bowen Tribe: Maria Huynh	Process continues no changes.
7. Policy Identification: Teambuilding				Progress Report
Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
Build a stronger sense of teamwork between the DCS Tribal SEOs and Tribal Program Staff.	DCS staff and PGST will advise each other of relevant office or cultural events.	DCS and PGST gatherings of this type will take place at least 2x per year.	State: Rena Hect, Jeannie Bowen Tribe: Maria Huynh	Update: Chris attended PGST's "Bite of Boston" celebration in March of 2011. PGST attended Tacoma's "Bite of Tacoma" in October 2011.